



Duet 700

Caller Display* Telephone

User Guide

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Introduction

Unpacking your Duet 700

If anything is missing, please contact your place of purchase immediately.

Duet 700 telephone with line cord attached.



Screws and wall plugs for wall-mounting.



Caller Display Leaflet



For your records

Date of purchase:

Place of purchase:

Serial number:

Purchase price:

For guarantee purposes, proof of purchase is required, so please keep your receipt.

Safety information

General

Simply clean your Duet 700 with a damp (not wet) cloth, or an antistatic wipe.

Never use household polish as this may damage the product.

Never use a dry cloth as this may cause static shock.

Do not open the Duet 700. This could expose you to high voltages or other risks.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Environmental

Do not expose to direct sunlight.

We recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as in bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

In this guide

<i>At a glance</i>	<i>1</i>
<i>Setting up</i>	<i>4</i>
<i>Using your</i>	
<i>Duet 700 telephone</i>	<i>5</i>
<i>Making and ending calls</i>	<i>5</i>
<i>Call timer</i>	<i>5</i>
<i>Visual ring indicator</i>	<i>5</i>
<i>Storing and dialling names and numbers</i>	<i>8</i>
<i>Character map</i>	<i>9</i>
<i>Using Caller Display</i>	<i>12</i>
<i>Calls List</i>	<i>12</i>
<i>Help</i>	<i>16</i>
<i>General information</i>	<i>18</i>
<i>Guarantee</i>	<i>18</i>
<i>Technical information</i>	<i>19</i>
<i>Switchboard compatibility</i>	<i>19</i>
<i>Wall mounting</i>	<i>20</i>
<i>Index</i>	<i>21</i>

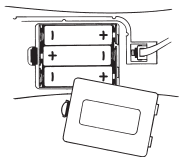
Setting up

NOTE

Please read the instructions carefully before use, and keep this user guide for future reference.

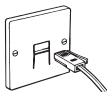
Follow these easy steps to get your Duet 700 telephone ready for use.

1 Install the batteries




Remove the battery cover and insert 3xAA batteries. (not included)

2 Connect the telephone line cord



Battery low warning

The battery low icon  is displayed when the batteries are nearing the end of their useful life. If the batteries get too low or are completely flat the icon will not be displayed.

If you do not install any batteries your Duet 700 will still allow you to make calls, but the display will remain blank. The batteries power the display, Caller Display facility and retains information stored in the memory.

IMPORTANT

Changing the batteries

Disconnect your Duet 700 from the phone line. Replace the batteries. The information in your Duet 700 will be retained for a minimum of 10 minutes without batteries fitted.

Helpline

If you experience any difficulties with your Duet 700 please contact the Helpline on 0845 330 0092.

Using your Duet 700 telephone

Making and ending calls

To make a call

Lift the handset. You will hear a dial tone.

KEYPAD

Enter the telephone number. The number will be shown on the display and dialled.

To end a call

Replace the handset.

You can also press the hookswitch if you wish to make a follow on call.

Call timer

Your Duet 700 automatically times the duration of all outgoing and incoming calls. The call timer is shown on the display:

00:14

To redial the last number

The last number dialled is stored in the redial memory.

Redial

Press the **REDIAL** button. The number is shown on the display and dialled automatically.

NOTE

*If you are redialling a number when connected to a switchboard, wait until you hear a dial tone, then press the **9** button, wait again for a dial tone and then press **REDIAL**. This applies even if **9** is stored in **REDIAL**.*

Visual ring indicator

The light on the back of the handset will flash red to indicate when there is an incoming call.

When using Caller Display the light will also flash green

to indicate you have unviewed new calls in your calls list.
See page 12.

To switch secrecy on and off

When on a call you can talk to someone in the same room, without your caller hearing.

Secrecy

During a call press the **SECRECY** button. The LED will flash to indicate that secrecy is on. You can talk and your caller will not hear you.

Secrecy

To resume your call press the **SECRECY** button again. The LED will stop flashing.

NOTE

The following settings can only be adjusted when the telephone is off the base.

To adjust the speaker volume

Set

Press the **SET** button. The display will show the current volume level: **HANDSET VOL 3**

There are 5 levels.
1= quietest. **5**= loudest.



Press the **UP/DOWN** button to increase or decrease the volume.

The display will show the volume increase or decrease. Hold the handset to your ear to see which volume level suits you.

Set

Press the **SET** button to confirm the level chosen.

The display will show **RINGER VOL.**

If you do not wish to change the ringer volume setting, replace the handset.

NOTE

The speaker volume will reset to volume level 3 when you replace the handset.

To adjust the ringer volume

The Duet 700 can be set to one of three different ringer volumes, or you can switch the ringer off. Volume 3 = High, Volume 2 = Medium, Volume 1 = Low

Set

Press the **SET** button twice. The display will show the current ringer volume: RINGER VOL 2.



Use the **UP/DOWN** button to increase or decrease the volume. If you want to turn the ringer off, press the **0** button. The display will show RINGER OFF.

0

Set

Press the **SET** button to confirm the level chosen. The selected volume will remain until changed.

The display will show the next menu option, CONTRAST. If you do not want to change this setting replace the handset.

NOTE

When the ringer is switched off the red ring indicator light will continue to flash to indicate an incoming call. The ringer will remain switched off until you lift the handset again. It is not possible to switch the ringer off permanently.

To adjust the display contrast

There are five levels of contrast to choose from (1-5).

Set

Press the **SET** button three times. The display will show the current level: CONTRAST 3



Use the switch on the left hand side of the handset to adjust the contrast level.

Set

Press the **SET** button to confirm the level chosen. The selected contrast will remain until changed.

The display will show the next menu option, BACKLIGHT OFF. If you do not want to change this setting replace the handset.

To switch the backlight on or off

Your Duet 700 has a backlight which lights up the displays.

When switched on the display will light up for 20 seconds when you lift the handset or if your telephone rings. Pressing a button if the backlight has timed out will reactivate it for a further 20 seconds.

Set

Press the **SET** button 4 times. The display will show the current setting: **BACKLIGHT ON**



Use the switch on the left hand side of the handset to change the setting to on or off.

Set

Press the **SET** button to confirm the setting. The selected setting will remain until changed. The display will return to its previous state.

NOTE

Setting the backlight to off will conserve the battery life.

To use the Recall button

Recall

You may need to use the **RECALL** button if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The **RECALL** button is also used for BT Select Services.

For more information on BT's Select Services call BT on **Freefone 0800 800 150**.

Storing and dialling names and numbers

You can store up to 50 of your most frequently used names and telephone numbers in the memory.

NOTE

During storing ignore any Network announcements.

To store a name and number in the memory

Lift the handset.

Store

Press the **STORE** button. The display will prompt you to enter the number: ENTER NUMBER

KEYPAD

Enter the number.

Store

Press the **STORE** button to confirm.

The display will then prompt you to enter a name: ENTER NAME

KEYPAD

Enter the name using the letters on the keypad.

Entering names

For example, if you wish to store the name TOM:

8

To enter the letter T press the **8** button once.

↓

Use the **DOWN** button to move to the next space.

6

To enter O press the **6** button three times.

6

6

↓

Use the **DOWN** button to move to the next space.

6

To enter M press the **6** button.

Store

Press the **STORE** button to confirm.

You can also enter a space by pressing the **DOWN** button twice or by pressing the **0** button.

↓

0

The display will show how many entries have been stored, e.g. STORED 18/50

Quick guide to Character map

1 /, /

7 PQRS

2 ABC

8 TUV

3 DEF

9 WXYZ

4 GHI

0 SPACE

5 JKL

<> -- +

6 MNO

NOTE

*To store a pause in the dialling sequence of a memory number, e.g 9, pause, 6, press the **REDIAL** button. F will be displayed where a pause has been stored.*

NOTE

The directory has a capacity of 50 entries. If the directory is full the display will show DIR IS FULL.

To dial from the directory



Press the **DIRECTORY** button.



Use the **UP/DOWN** buttons to scroll to the number you require.

NOTE

*Alternatively, you can press a number button with the corresponding letter for the start of the name you are looking for, e.g. Press **5** twice to go to names beginning with K.*

Dial

Press the **DIAL** button. The number will be shown on the display and dialled automatically.

To delete stored names and numbers



Press the **DIRECTORY** button.



Use the **UP/DOWN** buttons to scroll to the number and name you wish to delete.



Press the **DELETE** button. The display will show **DELETE ?**



To confirm press the **DELETE** button again. The display will show **DELETED**.

NOTE

If you decide not to delete the entry, press any other button or replace the handset.

The display will show the new number of entries stored e.g:
STORED 17/50.

To edit stored names and numbers



Press the **DIRECTORY** button.



Use the **UP/DOWN** buttons to scroll to the name or number you wish to edit.

Store

Press the **STORE** button, the last digit will flash. Use the **UP/DOWN** buttons to move through the numbers.



Press the **DELETE** button to delete a digit or press a number button to replace the flashing digit with a new one.

Store

When you are happy with the number press the **STORE** button. The first character of the name will flash.



You can now use the **UP/DOWN** buttons to scroll through the letters of the name.



Use the **DELETE** button to delete a letter or use the keypad to enter a new letter.

Store

When you are happy with the entry press the **STORE** button.

The display will show you how many entries you have stored in the memory, e.g. **STORED 15/50**

Using Caller Display

Your Duet 700 has a unique display feature so you can view caller information on both sides of the handset.

To take full advantage of your Duet 700 features, you will need to subscribe to BT's or your Network Provider's Caller Display Service. A quarterly fee is payable.

IMPORTANT

Your Duet 700 comes with 3 months free subscription to BT's Caller Display. Please refer to the enclosed leaflet.

Once subscribed to the Service, your Duet 700 will let you know who is calling before you answer the telephone (provided that the number is not withheld). It will also display the caller's name if it is stored in the directory.

Calls List

Your Duet 700 stores the last 50 numbers received from the Caller Display Service in

the calls list. It will also show the time and date when each call was received. Once the calls list is full (after 50 calls), new calls replace the oldest ones.

The calls list can be viewed, dialled from and deleted.

New Call Indicator

The call indicator light will flash green to indicate you have received new calls since you last viewed your calls list.

NOTE

You must view all new calls before the new call indicator stops flashing

To view the Calls List

The calls list can be viewed while the handset is still on the base.

You can scroll through the list and delete entries without having to lift the handset.

Whilst your Duet 700 is on its base, or the hookswitch is depressed, the display should be viewed from the back of the handset.

When your Duet 700 is off hook or in use the display should be viewed from the keyside.

The information is automatically reversed according to the hook switch.



Pressing the **UP/DOWN** buttons takes you into the Calls list. Display shows:

01	36
NEW	TOTAL



Use the **UP/DOWN** buttons to scroll through the numbers in the list starting with the most recent call.

01 ^{NEW}	4:38 ^{PM}	23-5
01602357735		
DAN		

If new, the **NEW** icon will be displayed in the top left hand corner.

To dial a number in the calls list



Use the **UP/DOWN** buttons to scroll to the number you require.



Press the **DIAL** button. The number will be dialled automatically.

Adding names to numbers in the calls list

It is possible to add a name to a number, so when they call again their name and number will be shown on the display.

The entry will be stored in the directory.



Use the **UP/DOWN** buttons to scroll to the telephone number you want to add a name to.



Press the **STORE** button. Display will show **ENTER NAME**.

KEYPAD

Enter the name as described on page 9,

Store

Press the **STORE** button to confirm.

Display shows, e.g:
STORED 16/50

The name and number are now stored.

NOTE

Name and number matching will only be activated on calls after saving the name to a number in the calls list.

To delete a number from the calls list



Use the **UP/DOWN** buttons to scroll to the number you wish to delete.



Press the **DELETE** button. The display shows: DELETE ?



To confirm press the **DELETE** button again. The display will show DELETED.

The number is deleted and the display will show the next entry.

NOTE

If you decide not to delete the entry replace the handset.

To delete all numbers in the calls list



Use the **DOWN** button to scroll to the end of the calls list. The display will show END OF LIST.



Press and hold the **DELETE** button. The display will show DELETE ALL?



Continue to hold the **DELETE** button for 10 seconds. The display will show DELETED.

All the numbers in the calls list will be deleted and the display will show NO ENTRIES.

NOTE

*If you do not wish to delete the calls list, release the **DELETE** button within 10 seconds.*

**Caller information
not available**

With some incoming calls the telephone number of the caller is not available and cannot therefore be displayed on your Duet 700.

In this case, the Duet 700 provides you with some explanatory information about the type of call you have received. This comes in the form of a text message and will be one of the following:

- **INTERNATIONAL**
Call received from outside the UK.
- **UNAVAILABLE**
The caller's exchange/network/switchboard does not operate a Caller Display Service.
- **WITHHELD**
The caller has not permitted their number to be sent.
- **OPERATOR ***
The call has been made via the operator.

- **PAYPHONE ***
The caller is ringing from a payphone.
- **RINGBACK ***
The telephone number you have set on Ring Back is now free to receive your call.
- **NO NUMBER**
See 'HELP' section on page 16. This message will not be stored in the calls list.

** Some text messages can have numbers associated with them. Your Duet 700 will alternate between the text message and the telephone number. They will be displayed for 5 seconds each.*

Help

If you have any difficulty using your Duet 700, look in this section first for solutions to the most common problems.

No dialling tone

Make sure the telephone line cord is plugged into the telephone socket at the back of the unit and that the telephone line cord is connected to your wall socket.

Check that no other extension is in use.

Display screen not functioning properly or goes blank

Check whether the batteries are fitted correctly.

Adjust the contrast on your display (see '*To adjust the display contrast*' on page 7).

Caller Display messages not being received

To be able to receive and display messages, you must subscribe to the Caller

Display Service from your Network Provider.

Phone does not ring

Check that the ringer is not switched off on the phone that is connected to your Duet 700.

Check that no other connected phones are off the hook.

Check whether you have too many phone extensions in your home or office. For help with this, please refer to the '*Technical information*' section on page 19.

NO NUMBER displayed

Your Duet 700 checks the content of the Caller Display messages it receives. If it detects a problem with a message, it displays NO NUMBER rather than risk leaving a message with a possible mistake. This does not mean your telephone is faulty.

If you continually receive
NO NUMBER messages, call
BT free of charge or your
Network Service Provider.

Helpline

*If you have any difficulties
using your Duet 700 please
contact the Helpline on **0845
330 0092**.*

General information

Guarantee

Your Duet 700 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the Duet 700, or any component thereof, which is identified as faulty or below standard, or fails as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

NOTE

*If you are having problems with your Duet 700, you can contact the BT product helpline on Lo-call **0845 330 0092**. Calls are charged at local call rates.*

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to the point of purchase.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than by approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

In the unlikely event of a defect occurring, please return the product, with the receipt, to the place of purchase.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, TecLogic on **01672 564444** or a local qualified repairer.

If you have to return your Duet 700

Pack the unit securely, preferably in the original packaging. All parts must be returned. We cannot take responsibility for goods damaged in transit.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Duet 700 has a REN of 1. A total REN of 4 is allowed, if the total REN of 4 is exceeded, the telephones may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

R&TTE Directive

Hereby, PDT, declares that this Duet 700 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Duet 700 is published on the website <http://www.pdtuk.com/archive/certificates/duet/d700cert0001.html>

Switchboard compatibility

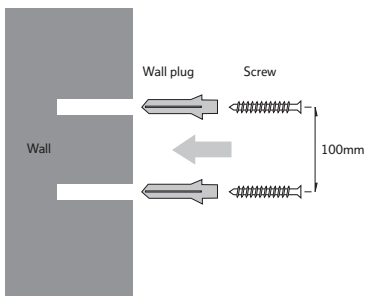
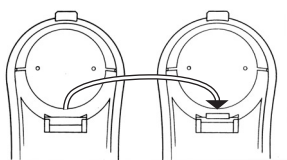
This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and time break recall. If in doubt please consult your service provider.

The Caller Display Service does not function when connected to most switching systems.

Wall mounting

Use the template to drill holes in the wall.

Pull out the handset catch on the base unit, reverse it and replace it. The handset will now be able to rest on the hook when your Duet 700 is wall mounted.



Top

Screw positions

Index

A t a glance	1	G uarantee	18
B acklight on/off	8	H elpline	4
Batteries		M ake a call	5
install	4	Memory	
C aller Display	12	delete number	10
Calls		dial number	10
end	5	edit number	11
make	5	store number	9
redial	5	R ecall button	8
Calls list	12	Redial	5
add name to a number	13	S ecrecy on/off	6
delete number	14	Setting up	4
dial number	13	Switchboard compatibility	19
view	12	T echnical information	19
Call timer	5	Telephone line cord	4
D elete		V isual ring indicator	5
a number from		Volume	
Calls list	14	ringer	7
all numbers from		speaker	6
Calls list	14	W all mounting	20
stored names and			
numbers	10		
Display contrast	7		



Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

Touchtone™ is a registered trade mark of British Telecommunications plc in the UK.

© British Telecommunications plc 2001.
Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
Designed by: The Art & Design Partnership Limited.
Printed in China. Duet 700. Issue 1 (10/01) 7

